

Local Transport Plan

Public consultation 27 June to 18 September 2023
Consultation Questionnaire

We would like to hear your views on our new emerging Local Transport Plan. Your feedback will help us to understand the transport challenges faced in Kent and ensure our ambition for the future of Kent's transport network is stretching but realistic, focusing on the right outcomes and objectives to make journeys better within our county whilst supporting the delivery of net zero by 2050.

Your feedback will also help us to develop proposals for how and where in Kent we should focus on improving transport. The proposals we develop will be set out in a full draft Local Transport Plan, which will be consulted on next year.

Until the full Local Transport Plan 5 is adopted by the Council no final decisions have been made concerning its content and proposals. It is important we hear your feedback at this stage. This questionnaire can be completed online at www.kent.gov.uk/ltp5

Alternatively, if you are unable to complete the questionnaire online, please complete this Word/paper form and return to:

Email: ltp5@kent.gov.uk

Address: Local Transport Plan
Kent County Council
Invicta House
Maidstone
ME14 1XX

Please ensure your response reaches us by midnight 18 September 2023.

What information do you need before completing the questionnaire?

We recommend that you view the consultation material online at www.kent.gov.uk/ltp5 before responding to this questionnaire.

You can answer all or as many of the questions as you like. If you would rather not provide feedback on a section or question, just move on to the next one.

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If you need any help taking part in this consultation or have any questions, please contact us at lt5@kent.gov.uk or telephone us and leave a voice message at 03000 416 595.

Privacy: Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the United Kingdom General Data Protection Regulation and Data Protection Act 2018. Read the full Privacy Notice at the end of this document.

Alternative formats: If you require any of the consultation material in an alternative format or language, please email: alternativeformats@kent.gov.uk or call: 03000 42 15 53 (text relay service number: 18001 03000 42 15 53). This number goes to an answering machine, which is monitored during office hours.

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Section 1 – About you

Q1. Are you responding...?

Please select the option from the list below that most closely represents how you will be responding to this consultation.

Please select **one** option.

<input type="checkbox"/>	As a Kent resident	
<input type="checkbox"/>	As a resident from somewhere else, such as Medway	
<input type="checkbox"/>	In a professional capacity, please specify:	<input type="text"/>
<input type="checkbox"/>	On behalf of a Charity or a Voluntary, Community or Social Enterprise organisation (VCSE)	
<input type="checkbox"/>	On behalf of a business	
<input checked="" type="checkbox"/>	On behalf of a District / Borough / Town / Parish Council in an official capacity	
<input type="checkbox"/>	As a Parish / Town / Borough / District / County Councillor	
<input type="checkbox"/>	Other, please specify:	<input type="text"/>

Q1a. If you are responding on behalf of an organisation, please tell us the name of your organisation. Please write in *below*.

Tunbridge Wells Borough Council

Q2. Please tell us the first 5 characters of your postcode:

TN1 1R

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Please do not reveal your whole postcode. If you are responding on behalf of an organisation, please use your organisation's postcode. We use this to help us to analyse our data. It will not be used to identify who you are.

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Q3. How did you find out about this consultation?

Select **all** that apply.

x	Email from KCC's Transport Strategy team	
	Email from Let's talk Kent / KCC's Engagement and Consultation team	
	KCC County Councillor	
	From my Parish / Town / Borough / District Council	
	From a friend or relative	
	Poster	
	Social media	
	Kent.gov.uk website	
	Newspaper	
	From another organisation, please specify:	
	Other, please specify:	

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Section 2 – Local Transport Plan

Our emerging draft Local Transport Plan sets out the following new ambition for the Council.

We want to improve the health, wellbeing, and economic prosperity of lives in Kent by delivering a safe, reliable, efficient and affordable transport network across the county, and as an international gateway. We will plan for growth in Kent in a way that enables us to combat climate change and preserve Kent's environment.

We will do this by delivering emission-free travel by getting effective dedicated infrastructure for electric vehicles, increase public transport use, and make walking and cycling more attractive. This will be enabled by maintaining our highways network and delivering our [Vision Zero Road Safety Strategy](#). These priorities will ensure our networks are future-proof, resilient and meet user needs.

Q4. Do you support our new ambition?

Select **one** option.

<input type="checkbox"/>	Yes
<input checked="" type="checkbox"/>	Partly
<input type="checkbox"/>	No
<input type="checkbox"/>	Don't know

Q4a. Please tell us the reason for your answer in the box below:

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Generally, TWBC supports the ambition set out on the Draft LTP. However, this ambition should be amended to reflect any changes needed to the LTP in response to TWBC's comments to this consultation. It is also suggested that the ambition should include reference to the date by which the LTP wishes to get to net zero.

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Q5. Our emerging draft Local Transport Plan describes nine challenges concerning transport in Kent that we intend to address. Please tell us if you agree or disagree with us focusing on these challenges.

Select **one** option per challenge/row.

Challenges	Agree	Disagree	Don't know
1. Our highways assets are in a phase of managed decline which in turn makes them less resilient to new pressures.	x		
2. Following a decline in the number of injuries and fatalities on Kent's roads, these levels have risen in 2021.			x
3. Traffic is causing congestion, poor air quality and impacting Kent's economy.	x		
4. Transport challenges in Kent arise from how the existing population of 1.6 million people and 70,000 businesses in the county choose to travel, as well as traffic generated by new developments being built.	x		
5. Some indicators of public health, such as obesity and life expectancy, are worsening.	x		
6. The financial viability of the public transport service has declined due to cost pressures and changes in passenger demand.		x	
7. Kent's international gateways need government leadership – the impacts which arise and affect our local communities and the national economy cannot be resolved entirely by ourselves.	x		
8. Carbon dioxide (CO ₂ e) emission reductions from management and use of the road network are forecast to go off-track, compared to the levels of reduction needed to contribute towards reducing the worst effects of climate change.	x		

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<p>9. We need more funding and need to know what funding we will have over the next few years so we can improve transport in Kent.</p>	<p>x</p>		
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Q5a. If you would like to make any comments on the challenges or would like to suggest any others that we should consider, please tell us in the box below:

If your comment relates to a specific challenge, please make that clear in your answer.

TWBC feels that a challenge is also the conflict between highway improvements (which are recognised as attracting traffic) and active travel/modal shift and it would therefore be beneficial for the LTP to recognise that there are conflicting challenges such as this and difficult decisions may need to be taken in the future.

On specific parts of this question:

Part 4: TWBC considers that the wording “choose to travel” is not strictly true, but rather forced to travel through a current lack of a joined-up network of alternative travel modes.

Part 6: It is privatisation of almost all public transport services that has inflated prices; that, and poor service has led to the decline in usage. This should be acknowledged by KCC and recognised as a challenge by the LTP to be assisted/addressed in the next iteration of the LTP.

Part 8: What does “go off-track” mean? This should be clearly defined.

As part of our Local Transport Plan, KCC is required to present the level of carbon emissions generated by transport use on the Kent network and demonstrate how we think that will change in the future if we do not take any new actions.

Q6. To what extent is lowering the carbon emissions of travel and helping to reduce the severity of climate change, important to you?

Select **one** option.

Very important

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- Slightly important
- Neutral
- Low importance
- Not at all important
- Don't know

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There are a range of actions that could be taken to help reduce the carbon emissions from journeys. **Please note that we are not proposing any of these actions as part of our new Local Transport Plan at this stage – they are based on ideas which have been tried elsewhere and which could be considered for areas of Kent in the future.**

Q7. Please select from the list below those actions that you think we should consider taking if funding were available.

*Select **all** that apply.*

x	Provide on-street electric vehicle charging points in residential areas and town centres.
x	Provide rapid charging hubs to help with using electric cars or vans for longer distance journeys in Kent.
x	Provide access to more car club vehicles that are electric and zero emission.
x	Run more events like Maidstone Cycle Fest, to help people experience walking, cycling, and taking public transport around town
x	Provide more choice by introducing hubs at bus and rail stations and around community facilities that provide access to shared transport such as bicycles for hire, car club vehicles.
x	Provide one single digital service on smart phones and computers, to book and pay for whole journeys in one go across all forms of transport used.
x	A scheme to scrap vehicles in return for travel vouchers that can be used on the bus, trains, car clubs and other shared transport available.
x	Reduce speed limits in towns to make roads safer to help people walk and cycle and help cars journeys produce less emissions.
x	Reduce traffic around schools where appropriate to make walking and cycling more popular, safer, and easier.
x	Reduce air pollution and emissions from deliveries in urban areas by supporting deliveries by electric cargo bikes.

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	No actions should be taken.
	<p>Other, write your suggestions in box below: It should be recognised that there is no single solution, rather that the solution to the challenges and achieving net zero will be a variety of individual measures. These measures may not amount to much by themselves but taken as a whole/collectively can achieve so much. Activity to encourage behaviour change (for example significant shift to bike or walk as a mode is unlikely to be successful without safe infrastructure being provided first.</p> <p>Potential for significant investment towards encouraging modal shift to sustainable travel modes for existing business employees by looking into town/county wide Travel Plans in the same way as individuals require TPs on development sites. Investment could be explored for existing businesses on a Town/County wide basis that may pick up smaller employers and provide TP incentives.</p>

In response to the transport challenges we face, and to help us deliver our overall ambition for transport in Kent, we have identified nine proposed Policy Outcomes that we want to achieve in Kent.

Q8. Do you support or oppose each proposed Policy Outcome?

Select **one** option for each policy outcome/row.

Policy Outcomes	Support	Oppose	Don't know
1. The condition of our managed transport network is kept to satisfactory levels, helping to maintain safe and accessible travel and trade.	x		
2. Deliver our Vision Zero Road Safety Strategy through all the work we do.	x		
3. International travel becomes a positive part of Kent's economy, facilitated by the county's transport network, with the negative effects of international haulage traffic decreased.	x		
4. International rail travel returns to Kent and there are improved public transport connections to international hubs.	x		

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5. Deliver a transport network that is quick to recover from disruptions and future-proofed for growth and innovation, aiming for an infrastructure-first approach to reduce the risk of highways and public transport congestion due to development.	x		
6. Journeys to access and experience Kent's historic and natural environments are improved.			x
7. Road-side air quality improves as decarbonisation of travel accelerates, contributing towards the pursuit of carbon budget targets and net zero in 2050.	x		
8. A growing public transport system supported by dedicated infrastructure to attract increased ridership, helping operators to invest in and provide better services.	x		
9. Transport makes a positive contribution to public health due to increasing numbers of people using a growing cycling and pedestrian network with dedicated infrastructure and any increase in disturbance from aviation noise is avoided.	x		

Q8a. If you would like to make any comments about the Policy Outcomes or would like to suggest any other outcomes we should consider, please tell us in the box below:

If your comment relates to a specific outcome, please make that clear in your answer.

It should be recognised that for some of the policy outcomes, there is a balance to be struck – e.g. number 6 “Journeys to access and experience Kent’s historic and natural environments are improved.” – this would need to be carefully managed to ensure negative effects are avoided, likewise number 3 “International travel becomes a positive part of Kent’s economy, facilitated by the county’s transport network, with the negative effects of international haulage traffic decreased” and impact from noise associated with expansion of Gatwick airport for example.

TWBC is not sure if these policy outcomes are in a particular order. Even if they are not it might seem that way, as presented currently, and reference to active travel is at

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number 9. This does not assist in giving the importance of active travel the weight that the Council considers is appropriate.

Regarding question 8, number 7: Regarding air quality, this needs to read “measured roadside air quality improves.....” not an extrapolation based on numbers of vehicles. It is considered very difficult to monitor improvements to air quality, if it is not measured in the first instance.

Q9. We would like to know which of our proposed Policy Outcomes are most important to you. Please select the three most important from the list below.

	1. The condition of our managed transport network is kept to satisfactory levels, helping to maintain safe and accessible travel and trade.
x	2. Deliver our Vision Zero road safety strategy through all the work we do.
	3. International travel becomes a positive part of Kent’s economy, facilitated by the county’s transport network, with the negative effects of international haulage traffic decreased.
	4. International rail travel returns to Kent and there are improved public transport connections to international hubs.
	5. Deliver a transport network that is quick to recover from disruptions and future-proofed for growth and innovation, aiming for an infrastructure-first approach to reduce the risk of highways and public transport congestion due to development.
	6. Journeys to access and experience Kent’s historic and natural environments are improved.
x	7. Road-side air quality improves as decarbonisation of travel accelerates, contributing towards the pursuit of carbon budget targets and net zero in 2050.
x	8. A growing public transport system supported by dedicated infrastructure to attract increased ridership, helping operators to invest in and provide better services.
x	9. Transport makes a positive contribution to public health due to increasing numbers of people using a growing cycling and pedestrian network with dedicated infrastructure and any increase in disturbance from aviation noise is avoided.

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For each of the nine planned policy outcomes we have proposed Policy Objectives to help us target our work to improve transport. We will measure the proposals we develop for our full draft Local Transport Plan against these.

Q10. Do you support or oppose each of these proposed Policy Objectives?

Select **one** option for each policy objective/row.

Policy Objectives	Support	Oppose	Don't know
1A). Achieve the funding necessary to deliver a sustained fall in the value of the backlog of maintenance work over the life of our Local Transport Plan.			x
2A). Achieve a fall over time in the volume of people killed or very seriously (life-changing) injured occurring on KCC's managed road network, working towards the trajectory to reach zero by 2050.	x		
3A). Increase resilience of the road network serving the Port of Dover and Eurotunnel crossing, by adding holding capacity for HGV parking across the southeast region equivalent in capacity to Operation Brock, to reduce reliance on these disruptive schemes and the burdens and impacts they create on the transport network and affected communities in Kent.			x
3B). Increase resilience of the road network servicing the Port of Dover through delivery of the KCC bifurcation strategy including improvements to the M2 / A2 road corridor and its links to the M20 and a new Lower Thames Crossing for traffic towards the north.	x		
4A). International rail travel returns to Ashford International and Ebbsfleet International stations, supported by the infrastructure investment needed at Kent's stations wherever necessary.	x		
4B). A fall in the time it takes by public transport to reach international travel hubs compared to conditions in 2023.	x		
5A). Strengthen delivery of our Network Management Duty to deliver the expeditious movement of traffic by using our new		x	

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Policy Objectives	Support	Oppose	Don't know
moving traffic enforcement powers and keeping on-street parking enforcement, delegated to the Districts, under review.			

Policy Objectives	Support	Oppose	Don't know
5B). Reduce the amount of forecast future congestion and crowding on highways and public transport that is associated with demand from development by securing funding and delivery of our Local Transport Plan.	x		
5C). The prospects for the future of transport increase across the whole county, with new innovations in transport services having a clear pathway to trial or delivery in Kent.			x
6A). Proposals in our Local Transport Plan are clearly evidenced in terms of their contribution in providing new, faster, or more inclusive access to historic and natural environment destinations in the county, with proposals targeting access to such locations where appropriate.			X
7A). Reduce the volume of carbon dioxide equivalent emissions entering the atmosphere associated with surface transport activity on the KCC managed highway network by an amount greater than our forecast "business as usual" scenario. This means achieving a greater fall than those currently forecast of 9% by 2027, 19% by 2032 and 29% by 2037.	x		
7B). No area in Kent is left behind by the revolution in electric motoring, with charging infrastructure deployed close to residential areas, reducing barriers to adoption.	x		
7C). Proposals are clearly evidenced in terms of their contribution in providing lower emissions from transport in Air Quality Management Areas in the county.	x		

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8A). We will aim to obtain the further funding to deliver the outcomes our Bus Service Improvement Plan (or its replacement) beyond its current horizon of 2024/25. We will ensure that our Local Transport Plan proposals are clearly evidenced in terms of their contribution towards achieving our Bus Service Improvement Plan.	x		
8B). We will identify and support industry delivery of priority railway stations for accessibility improvements and route improvements to reduce journey times and improve reliability.	x		

Policy Objectives	Support	Oppose	Don't know
9A). We will aim to deliver walking and cycling improvements at prioritised locations in Kent to deliver increased levels of activity towards the Active Travel England target and support Kent's diverse economy, presented in a Kent Walking and Cycling Infrastructure Plan.		x	
9B). Represent and protect Kent residents from the impact of noise disturbance arising from new and expanded airports including maintaining our opposition to a second runway at Gatwick and the need for a reduction in night flights.	x		

Q11. If you have any comments on the Policy Objectives or would like to suggest any more objectives, please tell us in the box below:

If your comment relates to a specific objective, please make that clear in your answer.

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Regarding Policy Objective 9A, it is considered that locations should not be prioritised – instead it should be recognised that cycling and walking improvements are beneficial in which ever location.

TWBC has raised concerns with relevant officers about the prioritisation of locations via the KCWIP. The Council considers that the relationship between LCWIPs prepared by Districts and the KCWIP is not clear enough. This might impact future funding bids – for example to Active Travel England – and make it more difficult for Districts to get support for locally identified priority schemes, for example the A26 between Tonbridge and Royal Tunbridge Wells town centres.

Given the work already undertaken on LCWIPs the application for funding from DFT Active Travel England should be seen as a priority.

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Q12. If you have any other comments or suggestions on the emerging draft Local Transport Plan or its evidence base, please tell us in the box below:

Please note comments that do not address the content of the plan or evidence base will not be considered. If your suggestion relates to a specific section/page please provide details.

Please see the additional comments made by TWBC in the separate comments table submitted alongside this questionnaire response.

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Section 3 – Equality and health analysis

To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an Equality Impact Assessment (EqIA) on our emerging Local Transport Plan.

An EqIA is a tool to assess the impact any proposals would have on the protected characteristics: age, disability, sex, gender identity, sexual orientation, race, religion or belief, and carer's responsibilities. The EqIA is available online at www.kent.gov.uk/ltp5 or in hard copy on request.

Q13. We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below:

Please do not include any personal information that could identify you within your response.

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TWBC has no specific comments to make at this time on the EqIA.

We are required to develop a Health Impact Assessment (HIA) as part of a Strategic Environmental Assessment to support the full final plan. We have prepared a HIA on our emerging Local Transport Plan.

The HIA is used to identify the health and wellbeing impacts of the proposed plan to help us with our planning. The HIA is available online at www.kent.gov.uk/ltp5 or in hard copy on request.

Q14. We welcome your views on our Health Impact Assessment and if you think there is anything we should consider relating to health and wellbeing, please add any comments below:

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Please do not include any personal information that could identify you within your response.

The HIA covers transport related impacts on residents of Kent.

Air quality has a significant impact on public health both in terms of health and quality of life. It is known that air pollution contributes to early death through cardiovascular disease, lung cancer and other respiratory diseases. Air pollution disproportionately affects the young, older people, those with underlying cardiopulmonary conditions and the most deprived within our communities.

It is essential that AQMAs are managed and that the LTP seeks a reduction in congestion, particularly during the peak hours as a main outcome from future work.

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Section 4 – More about you

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we are asking you these questions. We'll use it only to help us make decisions and improve our services.

If you would rather not answer any of these questions, you don't have to.

It is not necessary to answer these questions if you are responding on behalf of an organisation.

If you are responding **on behalf of someone else**, please answer using their details.

Q15. Which of the following best describes your working status?

*Select **one** option.*

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Working full time |
| <input type="checkbox"/> | Working part time |
| <input type="checkbox"/> | On a zero-hours or similar casual contract |
| <input type="checkbox"/> | Temporarily laid off |
| <input type="checkbox"/> | Freelance/self employed |
| <input type="checkbox"/> | Unemployed |
| <input type="checkbox"/> | Not working due to a disability or health condition |
| <input type="checkbox"/> | Carer |
| <input type="checkbox"/> | Homemaker |
| <input type="checkbox"/> | Retired |
| <input type="checkbox"/> | Student |
| <input type="checkbox"/> | Other, please specify: |

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Q16. Are you...?

Select **one** option.

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	I prefer not to say

Q17. Is your gender the same as your birth?

Select **one** option.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

Q18. Which of these age groups applies to you?

Please select **one** option.

0-15	<input type="checkbox"/>	16-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-49	<input type="checkbox"/>	50-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>	65-74	<input type="checkbox"/>	75-84	<input type="checkbox"/>	85+ over	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>

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Q19. Do you regard yourself as belonging to a particular religion or holding a belief?

*Please select **one** option.*

- Yes
- No
- I prefer not to say

Q19a. If you answered ‘Yes’ to Q19, which of the following applies to you?

*Please select **one** option.*

- Christian
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- I prefer not to say

If you selected Other, please specify:

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The Equality Act 2010 describes a person as disabled if they have a long standing physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis, and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

Q20. Do you consider yourself to be disabled as set out in the Equality Act 2010?

Please select **one** option.

- Yes
- No
- I prefer not to say

Q20a. If you answered 'Yes' to Q20, please tell us the type of impairment that applies to you.

You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select 'Other' and give brief details of the impairment you have.

- Physical impairment
- Sensory impairment (hearing, sight or both)
- Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- Mental health condition
- Learning disability
- I prefer not to say
- Other

Other, please specify:

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A Carer is anyone who provides unpaid care for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

Q21. Are you a Carer?

Select **one** option.

- Yes
- No
- I prefer not to say

Q22. Are you ...?

Select **one** option.

- Heterosexual/Straight
- Bi/Bisexual
- Gay man
- Gay woman/Lesbian
- Other
- I prefer not to say

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Q23. To which of these ethnic groups do you feel you belong?

Select **one** option. (Source 2011 Census)

White English	<input type="checkbox"/>	Mixed White & Black Caribbean	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Mixed White & Black African	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Mixed White & Asian	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	Mixed Other*	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Black or Black British Caribbean	<input type="checkbox"/>
White Gypsy/Roma	<input type="checkbox"/>	Black or Black British African	<input type="checkbox"/>
White Irish Traveller	<input type="checkbox"/>	Black or Black British Other*	<input type="checkbox"/>
White Other*	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Asian or Asian British Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British Pakistani	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>
Asian or Asian British Bangladeshi	<input type="checkbox"/>		
Asian or Asian British Other*	<input type="checkbox"/>		

*Other - If your ethnic group is not specified on the list, please describe it here:

Thank you for taking the time to complete this questionnaire; your feedback is important to us. All feedback received will be reviewed and considered in the development of our emerging Local Transport Plan.

We will report back on the feedback we receive, but details of individual responses will remain anonymous, and we will keep your personal details confidential.

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Closing date for responses: 18 September 2023.

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Last updated: 30 April 2023

Who are we?

We, Kent County Council (KCC), take our privacy obligations seriously and we've created this privacy policy to explain how we treat your personal information collected in this questionnaire. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated under the United Kingdom Data Protection Regulation and the Data Protection Act 2018. We are responsible as 'controller' of that personal information for the purposes of those laws. Our Data Protection Officer is Benjamin Watts.

The personal information we collect and use

Information collected by us

In the course of responding to consultations published by Kent County Council we collect the following personal information when you provide it to us:

- responses to questionnaire / consultation
- equalities data collected through questionnaire response - age, sex, gender identity, ethnicity, religion or belief, sexuality, disability, pregnancy or maternity or if you are a Carer
- employment and education details
- postcode.

We ask you not to provide information that will identify you in your response in this questionnaire.

You do not need to submit any equalities or postcode information if you do not want to. KCC is committed to the principle that all our customers have the right to equality and fairness in the way they are treated and in the services that they receive. Any information you do give will be used to see if there are any differences in views for different groups of people, and to check if services are being delivered in a fair and reasonable way.

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We will not ask you to provide your name, email or full home address. If you provide this information, it will not be entered into spreadsheets or databases used to process response data and will not be used in producing reports. We will follow our Data Protection policies to keep your information secure and confidential. Your equality data will be anonymised before it is shared with external organisations who have been commissioned on individual projects to undertake analysis and reporting on our engagement and consultation activities.

How we use your personal information

We collect and use this information in order to:

- understand your views about a particular topic or KCC activity
- analyse consultation and engagement activity
- inform KCC's future strategy, policy, service design and budget planning
- undertake equality monitoring.

We may use your postcode to analyse the geographical spread of responses and in some cases to understand in more detail how responses are impacted by location. We will only ask you for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.

We may use your postcode to carry out a type of profiling to estimate which one of a number of lifestyle groups you are most likely to fall into. We do this using geodemographic segmentation tools. We do not make any decisions about individual service users based solely on automated processing, including profiling.

How long your personal data will be kept

We will hold any personal information provided by you in this questionnaire for up to six years following the closure of a consultation. Our Retention Policy is available from our website or on request.

We rely on UK GDPR Article 6(1)(e): 'processing is necessary for the performance of a task carried out in the public interest' and Article 6(1)(c) 'for compliance with a legal obligation to which the controller is subject' as our lawful basis.

We rely on Article 9(2)(g) 'processing is necessary for reasons of substantial public interest' (statutory etc. and government purposes, equality of opportunity or treatment) as the lawful basis on which we collect and use your special category data.

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The processing is necessary for our statutory purposes including equalities monitoring or to understand the potential impact of proposals on conditions related to special category data within your response (e.g. when identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained.) It is necessary for identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained. You can read [KCC's Equality Policy on our website](#) or on request.

Who we share your personal information with

We may share your personal data with those listed below:

- services within the Council who are responsible for the management of the engagement or consultation activity
- a third-party supplier who has been contracted to independently analyse the consultation responses
- organisations such as schools and academies with whom we may be consulting in partnership or on behalf of
- district or borough councils or government departments with whom we may be consulting in partnership or on behalf of.

We will share personal information with law enforcement or other authorities if required by applicable law.

Any personal information provided that could identify you will be removed before consultation results are published.

We use a system to log your feedback, which is provided by Granicus.

Your rights

Under UK GDPR you have a number of rights which you can access free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office.

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Depending on our reason for using your information you may also be entitled to:

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- object to how we are using your information
- stop us using your information in certain ways.

We will always seek to comply with your request, however, we may be required to hold or use your information to comply with legal duties.

For further information about your rights, including the circumstances in which they apply, see the [guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under UK GDPR.

If you would like to exercise a right, please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to contact

Please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, at dpo@kent.gov.uk. Or write to Data Protection Officer, Kent County Council, Sessions House, Maidstone, Kent, ME14 1XQ.

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The United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>.